

Clerical and Office Branch
Office Machine Operation Group
Public Safety Dispatch Series

PUBLIC SAFETY DISPATCHER-POLICE

07/00 (LBT)

Summary

Under general supervision, on assigned shift, perform complex Police Department dispatching functions.

Typical Duties

Respond to routine and emergency public safety calls. Involves: monitoring multiple computer dispatching screens and determining appropriate response; contacting selected units by radio and relaying necessary information concerning the nature and location of emergency using computerized phone switch, paging system, and Computer Aided Dispatch (CAD); answering radio, and telephone requests from responding units; coordinating communications for multi-unit, multi-agency responses; maintaining awareness of availability of additional units and knowledge of required policies, protocols and procedures; maintaining records of current unit status, and managing system status to maximize level of departmental capabilities; contacting utilities, other public safety agencies, special teams, investigators, medical personnel, private citizens or supervisor to update or relay information; determining if a call should be assigned to Fire/EMS and transferring using previously established protocols; referring callers to designated supervisor for further processing, if needed; simultaneously coordinating activities of multiple units at scene.

Provide services and requested information to patrol units. Involves: researching National Crime Information Center System (NCIC), Texas Crime Information Center System (TCIC) and other law enforcement databases to determine previous criminal histories of subjects detained by Police Officers; issuing case numbers to field officers; researching and reporting information on previous case histories; operating computer terminal to determine the status of car registrations; preparing bomb threat forms and crime-stopper reports; periodically contacting all field units, determining status and resetting timer for appropriate status; sending back-up units for non-responsive units.

Maintain data and command logs. Involves: documenting and notifying supervisor of equipment malfunctions; posting updates and changes to City maps and street locator guides; maintaining records of call location, nature and time of call, units dispatched and final disposition of call; operating equipment used to record in-coming calls; maintaining records and preparing reports.

Perform related incidental duties contributing to realization of unit or team objectives as required. Involves: substituting for coworkers and supervisors as qualified by carrying out specific functions to maintain continuity of ordinary operations; providing specified support for miscellaneous projects or activities by higher graded personnel as instructed; monitoring and notifying supervisor of communication problems and equipment malfunctions; explaining and demonstrating work performed to assist supervisor in orienting and training less knowledgeable employees; engaging in assignments pertaining to functions of other positions for training purposes under general supervision; conducting extensive peer training; participating in special projects such as emergency management drills; preparing and submitting recurring and special status reports; keeping tools, equipment and work area orderly, safe and clean.

Minimum Qualifications

Training and Experience: Graduation from high school or G.E.D. plus two years general work experience, including one (1) year of public contact; or an equivalent combination of training and experience.

Knowledge, Skills and Abilities: Good knowledge of: radio dispatching practices and procedures; City streets, intersections and geographical layout; telephone procedures; record keeping methods.

Ability to: operate radio communication equipment; make quick and accurate decisions based on the situation and established procedures; read and interpret maps and street locators; ask pertinent questions; obtain and accurately record information; express oneself orally, clearly and concisely; comply with Federal Communication Commission, departmental and other rules and regulations; explain procedures, ordinances and other requested information to the general public courteously; work under pressure; determine the extent of an emergency; keep track of the location, activities, and operation of multiple field units; simultaneously view multiple computer screens establish and maintain effective working relationships with fellow employees and the general public; type 35 words per minute.

Skill in the safe use and care of: computer equipment, radio communication and related equipment.

Special Requirements: Must type 35 words per minute. Work flexible hours including shift work, weekends and holidays. Subject to call-back during non-working hours and mandatory overtime.

Physical Effort & Work Environment: Continuously sit in a restricted, noisy workspace, wearing a headset while using a foot pedal to operate audio and voice communication equipment. Must successfully pass an audiogram, drug screening and stringent background investigation.

Licenses and Certificates: Must obtain license as a telecommunicator from the Texas Commission on Law Enforcement Education and Standards and a certificate of TCIC/NCIC training from Texas Department of Public Safety Law Enforcement Academy within one (1) year of employment. Must maintain local and state certifications during course of employment.

Director of Personnel

Department Head

OFFICIAL